

Welcome

Morgan Hill

Customer Town Hall





Introductions

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Safety

Preparedness Tips

Always be prepared in case of a natural disaster or an emergency

Build a disaster supply kit for you, your family or your business

Be sure to include food, water, medication, flashlights, first aid kits, a list of emergency contacts and more

Visit safetyactioncenter.pge.com to help prepare for an emergency



Our Commitment to the Community

PG&E is committed to providing you with reliable service and working diligently to improve your service and reduce future disruptions.

- **Morgan Hill experienced outages September 5 – 9, September 25.**
- **These outages were caused by:**
 - Damage to equipment caused by record-high temperatures and systemwide increase in energy use due to the heat wave
 - Hazards on lines protected by Enhanced Powerline Safety Settings
 - Damage to overhead equipment due to residual affects from recent high-temperatures

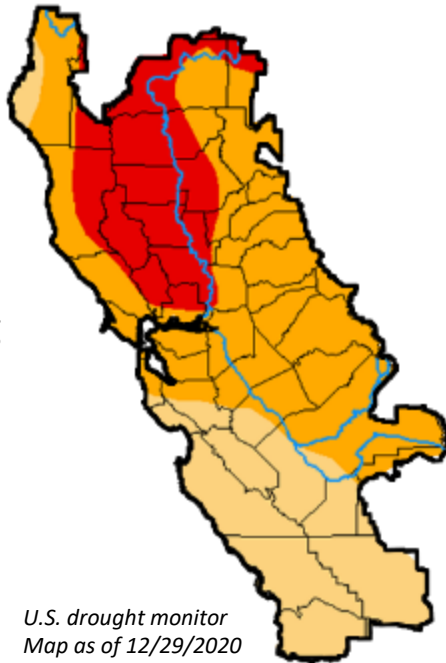
We know that losing power is disruptive, we have taken immediate steps to reduce the impact of future power outages.



Drought-Intensified Wildfire Risk in Our Service Area

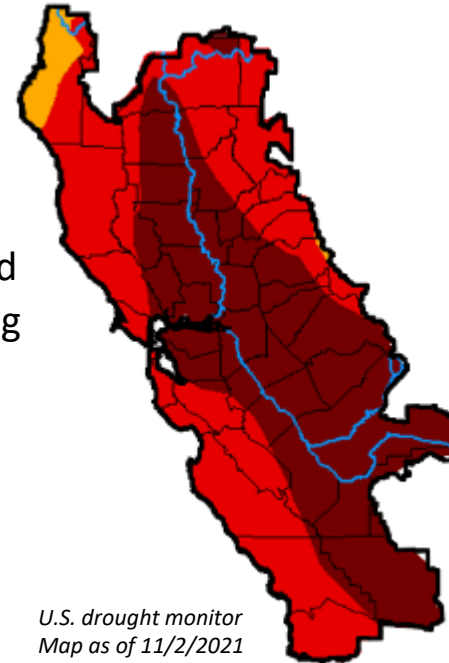
2020

47%
of acreage
burned by
wildfires ignited
on non-Red Flag
Warning days



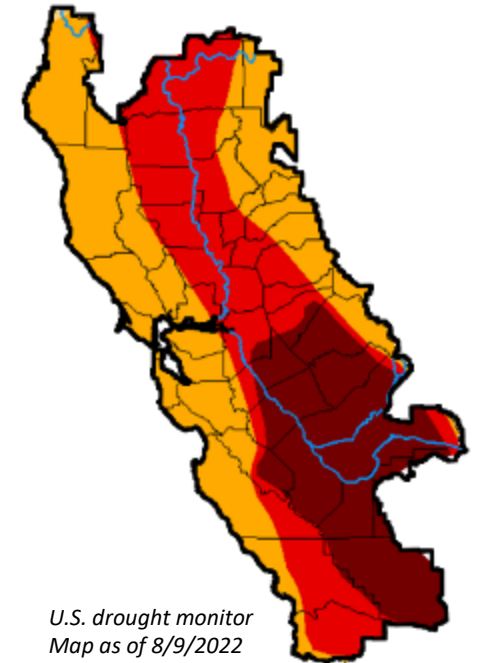
2021

95%
of acreage
burned by
wildfires ignited
on non-Red Flag
Warning days



2022

**Driest
year to
date**
over the last
128 years



MAP LEGEND

D0: Abnormally dry
 D1: Moderate drought
 D2: Severe drought
 D3: Extreme drought
 D4: Exceptional drought



Planned vs Unplanned Outages: What you Can Expect

PG&E can notify you in advance of

Planned Outages

Public Safety Power Shutoffs

ADVANCED NOTIFICATION/REGULAR UPDATES

- Phone calls*
- Texts
- Emails
- Social media
- News releases
- Local/Tribal government outreach
- CBO** outreach

Rotating Outages

ADVANCED NOTIFICATION/REGULAR UPDATES

- Phone calls*
- Texts
- Emails
- Social media
- News releases
- Local/Tribal government outreach

Planned Maintenance

10-DAY ADVANCE NOTIFICATION

- Phone calls*
- Texts
- Emails

PG&E is unable to notify you before

Unplanned Outages

Emergency Repairs

Active Wildfires

System Damage

Outages on EPSS-enabled powerlines

UPDATES DURING AND AFTER OUTAGES

- Phone calls*
- Texts
- Emails

*Via interactive voice recordings (IVR) **Community-based organization



Recent Outages in Morgan Hill

62% of outages in Morgan Hill were driven by equipment failures due to heat-related complications.

- **September 5 – September 9**
- **September 25**

Date	Circuit	Customers Affected	Cause	Corrective Action
9/5/22 1:36 PM	Morgan Hill 2105	3948	Protective device operated with no cause found.	Perform detailed underground infrared patrol. Ensure alignment with protective settings.
9/5/22 3:54 PM	Morgan Hill 2109	2426	Protection trip due to heat event loading.	Settings adjusted to allow for heat wave related abnormal loading.
9/5/22 10:01 PM	Morgan Hill 2109	1472	Failed underground equipment.	Immediate repairs made, continued focus on underground visual and infrared inspection.
9/6/22 6:07 PM	Morgan Hill 2111	2683	Failed underground transformer.	Immediate repairs made, continued focus on underground visual and infrared inspection.
9/6/22 7:47 PM	Morgan Hill 2109	3856	Protective device malfunction during restoration switching.	Device operation changes made to resolve the issue.
9/6/22 11:50 PM	Morgan Hill 2106	2426	Protection trip due to heat event loading.	Settings adjusted to allow for heat wave related abnormal loading.
9/7/22 4:43 PM	Morgan Hill 2104	8103	Failed underground equipment. Carrying abnormal 2109 circuit load.	Immediate repairs made, continued focus on underground visual and infrared inspection.
9/7/22 4:44 PM	Morgan Hill 2105	4296	Unknown cause. Transient fault.	Perform visual and infrared inspection.
9/7/22 5:49 PM	Morgan Hill 2106	328	Failed underground equipment.	Immediate repairs made, continued focus on underground visual and infrared inspection.
9/8/22 1:15 PM	Morgan Hill 2111	2676	Overhead conductor arcing.	Immediate repairs made. Reconstruction of problem pole location.
9/8/22 3:58 PM	Morgan Hill 2109	3405	Related to 9/8/22 (1:15 pm) outage: Conductor arcing)	Protection settings adjusted back to normal, non-EPSS enabled, under non-Red Flag Warning conditions.
9/8/22 3:58 PM	Morgan Hill 2109	139	Related to 9/8/22 (1:15 pm) outage: Conductor arcing)	Refused with higher fuse rating.
9/8/22 3:58 PM	Morgan Hill 2110	1793	Related to 9/8/22 (1:15 pm) outage: Conductor arcing)	Evaluate EPSS-sensitivity on this circuit.
9/10/22 11:49 AM	Morgan Hill 2111	398	Vegetation contact.	Removed hazard condition and restored power.
9/25/22 6:14 PM	Morgan Hill 2109	1793	Overhead connection failure.	Immediate repairs made, continued focus on visual and infrared inspection.

***Chart Excludes outages affecting less than 60 customers.**

Steps we are taking to improve reliability...

- ✓ **Repairing** damaged equipment.
- ✓ **Adjusting the sensitivity** of settings, to limit outages without sacrificing wildfire safety and ignition mitigation.
- ✓ Installing fault indicators to help **quickly identify outage locations**.
- ✓ Conducting **vegetation management** on trees near powerlines to limit future hazards.



Morgan Hill Flyover



Future Operational Actions

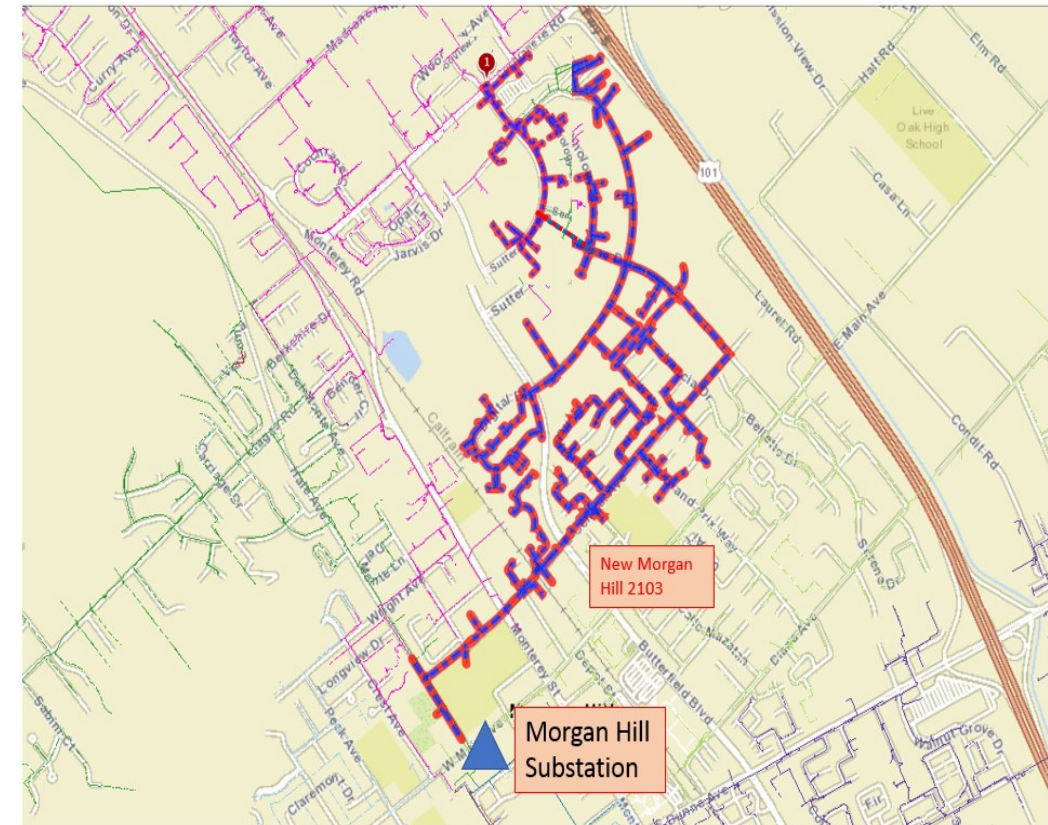
Distribution capacity project: Improved Reliability

- Installation of a new distribution circuit to handle existing and new customer connections.
- Establishes a new circuit out of the Morgan Hill substation, fewer customers will be served by each circuit, providing increased capacity to existing circuits during future heat events.
- Installation of 1,000 feet of new underground cable.
- Provides more capacity to 1,000 feet of existing overhead conductors.

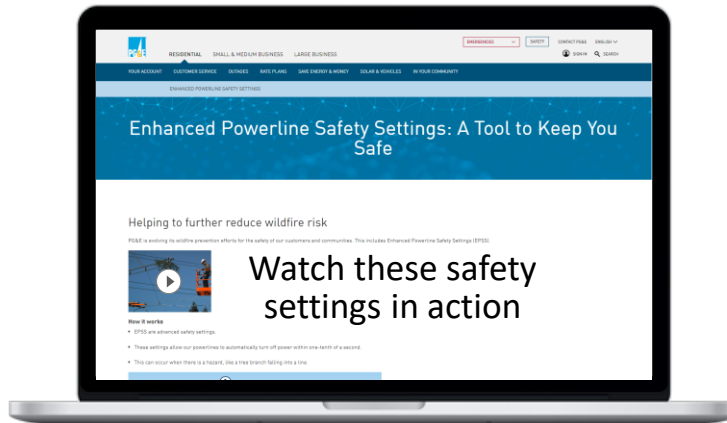
These improvements will provide increased reliability for PG&E customers in Morgan Hill.

Additional, Ongoing Operational Improvements

- Continued evaluation of safety settings and adjustment of settings, as needed.
- Use of infrared for inspections, especially during heat events.

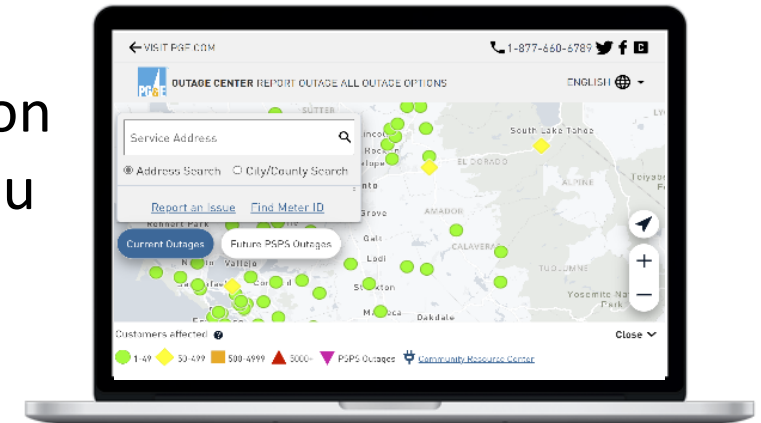


Learn More About EPSS



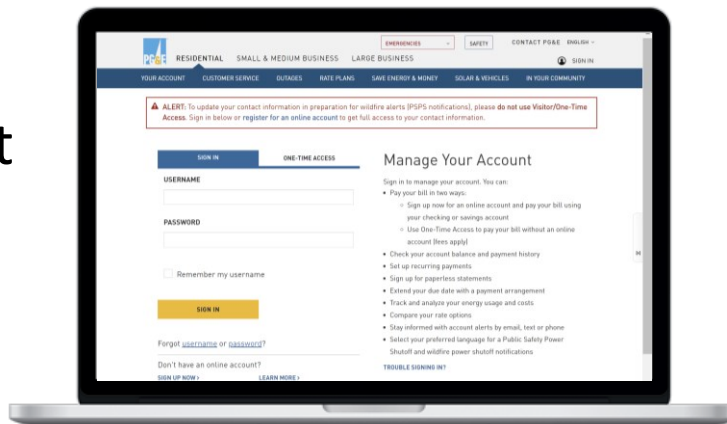
pge.com/epss

Stay Up-to-Date on Outages Near You



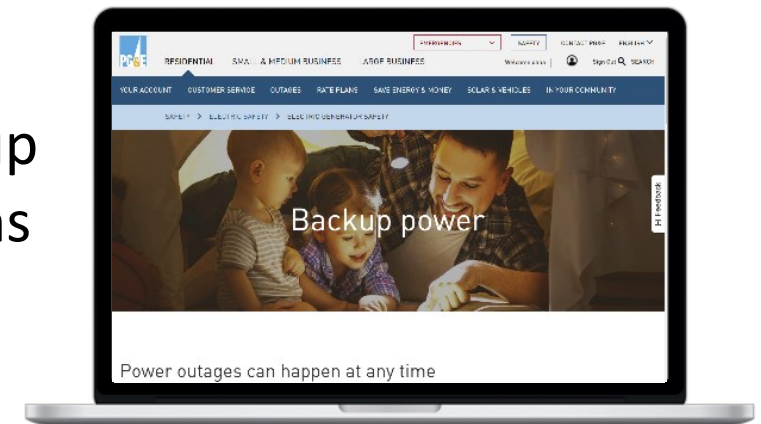
pge.com/outages

Update Contact Information



pge.com/myalerts

Explore Backup Power Options

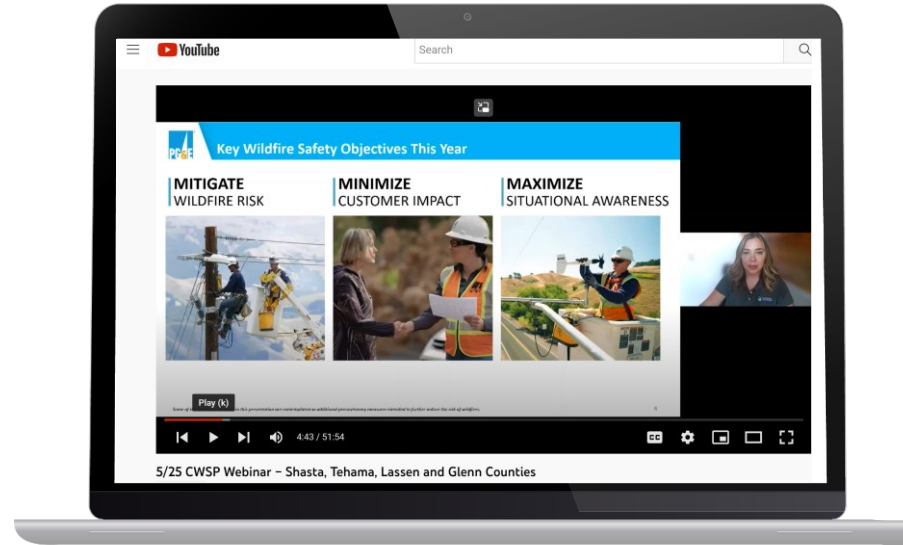


pge.com/backuppower

Q&A



More Information For You



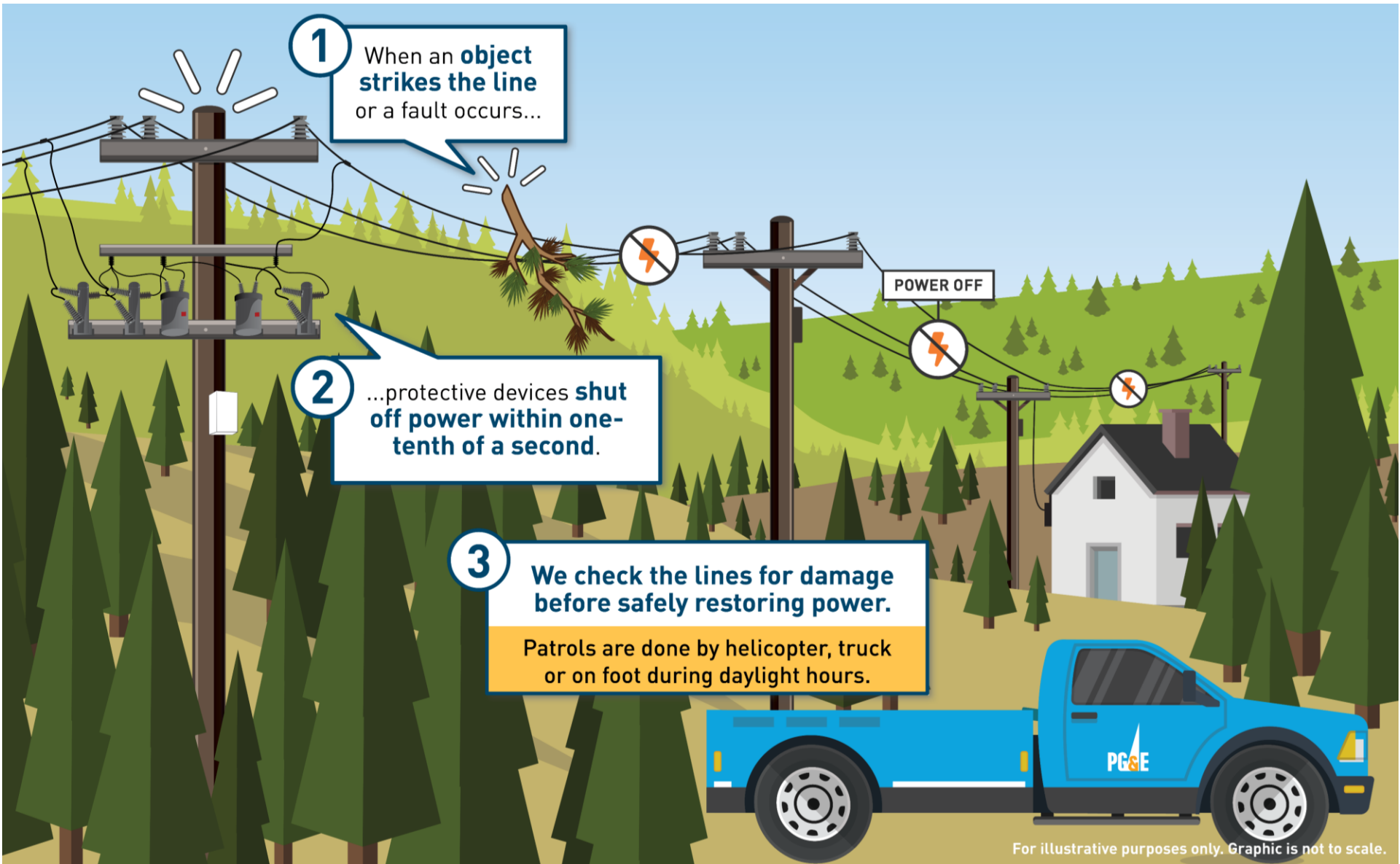
**To access wildfire safety webinars,
visit:**

pge.com/firesafetywebinars

Appendix



What Are Enhanced Powerline Safety Settings?





Customer Resources and Support – Expanded in 2022

Backup Power Transfer Meter Program

Helps safely connect generator power to your home during emergency outages.

pge.com/transfermeter



Portable Battery Program*

Fully subsidized portable battery solutions.

pge.com/pspsresources



Generator and Battery Rebate Program*

Rebates to purchase a qualifying generator or battery.

pge.com/backuppower



Partnership with 211

24/7 free, confidential support and resources via call or text to 211.

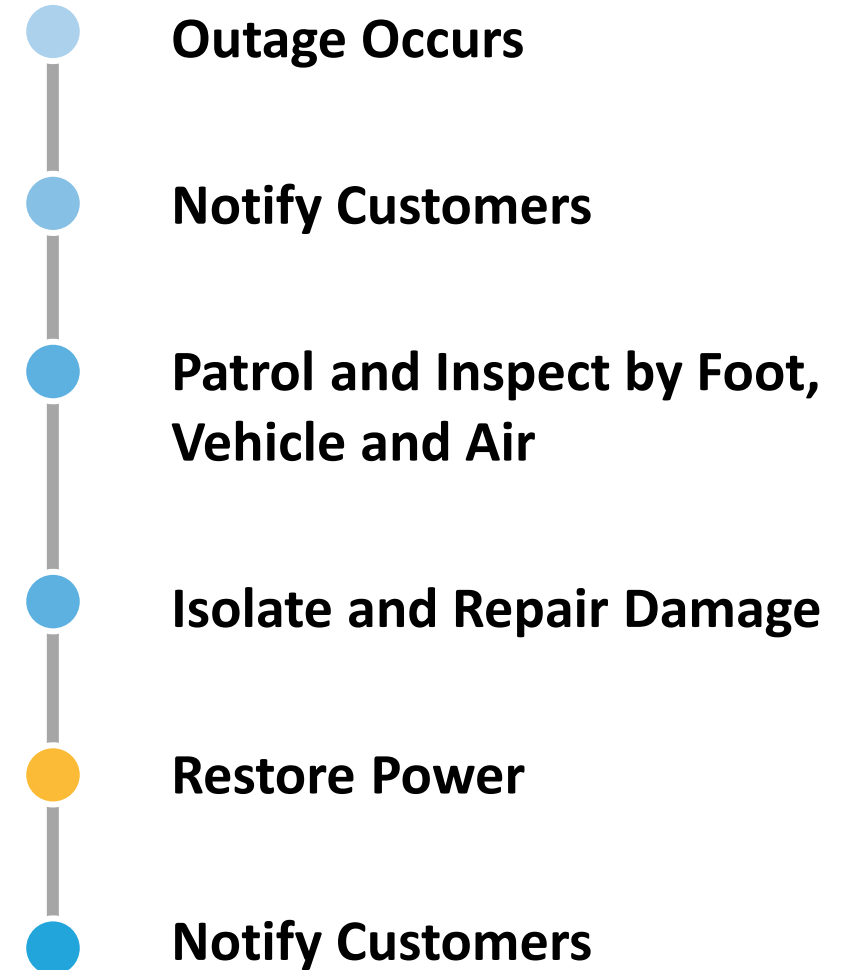
211.org



*For qualifying customers

Restoring Power More Quickly

- ✓ Adapting patrol methods to identify outage sources more quickly.
- ✓ Installing fault indicators to help patrol crews identify with precision where on a line a fault occurs and safely restore power more quickly.
- ✓ PG&E crews now only need to patrol the section of the line from where the power outage originated to the next protective device.



Differences Between PSPS and Safety Settings

Public Safety Power Shutoffs (PSPS)

Turning off power to prevent tree branches and debris from contacting energized lines.



WHEN

During times of high winds, low humidity and dry vegetation.



NOTIFICATIONS

In advance through automated calls, texts, and emails along with real-time updates.



2022 FOCUS

Continuing to refine the program and reducing impacts in the areas at highest risk.

Enhanced Powerline Safety Settings (EPSS)

Turning off power automatically within one-tenth of a second if a problem is detected on the line.



WHEN

Elevated wildfire risk is present, most likely from May to November, but can occur year-round.



NOTIFICATIONS

After the outage occurs. Advance notice cannot be provided due to the adjusted settings that allow power to automatically shut off. Regular updates are also provided.



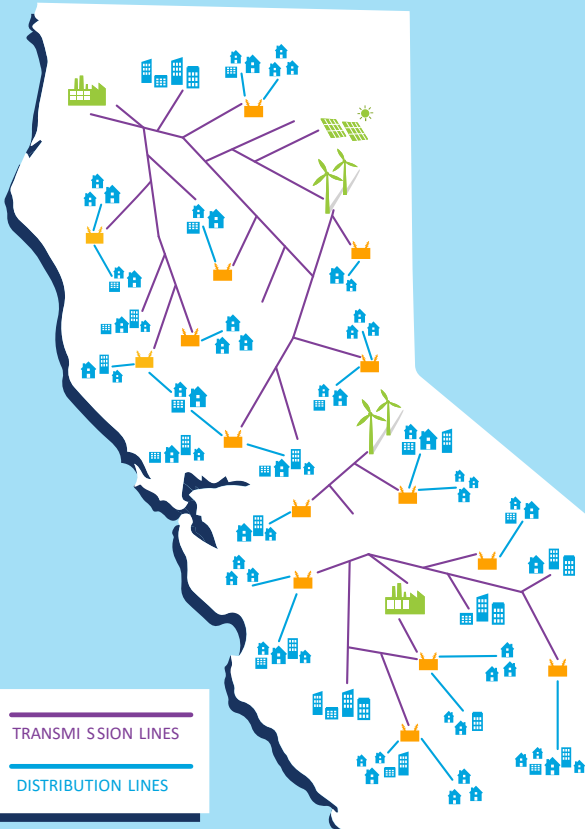
2022 FOCUS

Expanding from ~45% HFTD to 100% of high fire-risk area circuits, increasing customer outreach and improving reliability.

PG&E's Interconnected Energy System

How it Works

PG&E's energy system delivers power to customers and communities through an interconnected system of generation sources and delivery lines.



POWER GENERATION



PG&E's electricity is produced by a diverse mix of generation sources

TRANSMISSION

High-voltage transmission lines transport energy over long distances to cities, counties and regions

DISTRIBUTION

The distribution system delivers this lower voltage energy for customers and communities to use

SUBSTATIONS

Substations lower the voltage of electricity, connecting the transmission system to the distribution system



CITIES, COUNTIES & REGIONS